

# Complaints and Appeals Policy and Procedure

## Certus Credentialing Programs

### Complaints

Individuals with concerns regarding their course or program may express their concerns by contacting our customer care department via any method listed on our Contact Us webpage. The customer care department may provide resolution to the individual's concerns. Resolution of customer care issues are tracked and monitored according to customer care policies, procedures, and standards and are not part of accreditation processes.

Complaints about specific course or exam content in ANAB-accredited credentialing programs are addressed by the Accreditations Manager and other relevant credentialing personnel. Complaints must be submitted within 90 days of the incident or issue. They must contain sufficient evidence to substantiate the claim and contact information for the complainant.

Complaints will receive a written response within 30 business days of submission, granted that the submission contains all required information. Where applicable, an implementation timeline may be provided in the response.

### Appeals

An appeal is a request for reconsideration of an adverse decision by the Company—for example, the decision to not award a certificate or certification. Appeals must be submitted within 90 days of the decision.

Written appeals must include the decision being appealed, relevant materials to support the requested appeal and the appellant's contact information.

During the review of the appeal, the appellant's current state will be upheld. For example, if a candidate is appealing the decision to invalidate a certificate, the certificate will remain invalidated until the final decision is made. The Company will provide a written statement of decision to the appellant within 30 days of submission, granted that the submission contains all required information.

### Submission of Complaints and Appeals

Complaints and Appeals are initially received by the customer care team and follow the team's escalation process. Customer Care Supervisors escalate complaints or appeals for accredited programs when they are specifically related to exam or course content or an adverse decision, such as not to award a certificate, to the Accreditations Manager through the Complaints and Appeals Form. The Accreditations Manager works with other relevant credentialing personnel to address the complaint or appeal.

### Conflict of Interest

In order to prevent a conflict of interest, personnel named in the subject of a complaint may not be involved in the resolution of that complaint.

## Documentation

The Accreditations Manager maintains documentation of substantiated complaints and appeals in the Complaints and Appeals Log.

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